



News and information from the DMV Modernization Project teams and partners

Lessons Learned:

30 Years of KDOR Change



Jeanette Hammond has been with KDOR for 30 years and she has seen a lot of changes in that time.

“When the current VIPS system was implemented twenty years ago, it really changed the way things were done. It became easier to check and correct renewals and the process went faster,” Hammond explained.

She told us how her past experiences have shaped the way she views change, and why she’s looking forward to what the new DMV System will bring.

“I’m expecting that the new Division of Motor Vehicles system will be as it was with VIPS. In the beginning it’s a little scary learning something new and doing things differently, but then you get used to it, and the work gets done in a better and more efficient way,” she said.

A Message from Project Director, Rick Clelland

As the project progresses, we’ve received another good report from the Independent Verification and Validation (IV&V) Group. Chicago Systems Group (CSG- that’s the actual firm hired to do the auditing) released their second report on our project at the beginning of May.

The report states that “The DMV Modernization Project remains on-schedule, on-scope, and operating within approved budgets.” The report goes on to say that throughout the assessment “CSG reviewed a number of project documents . . . and found them to be complete, consistent, accurate, and a proper representation of current project status.”

The feedback we receive from CSG is crucial because it represents a completely unbiased outside view of how the project is being run. That’s why Kansas requires an outside auditing firm to oversee projects of this magnitude (ITEC Policy 2510).

This outside perspective also helps us to catch any items that may need further monitoring or development

before they become problems. It can be difficult to judge the severity of an obstacle when you’re deeply involved in the day-to-day operations required to move the project forward.

The IV&V Reports are just one more level of oversight to the project and one more way to ensure that the money allocated to us is being spent in the most efficient and cost-effective way possible.



Detailed assessment results from the IV&V Report regarding scope, schedule and cost are noted in the box below.

Project is on-scope, on-schedule, and operating within approved budgets

April 2010 Assessment: The project has now been operating for nine (9) months and continues to be managed to solid, industry accepted project management methodologies and is tracked appropriately.

IV&V Impact Classification: Commendation

Risks Identified with this Assessment: There are no risks identified with this item.

IV&V Recommendations: Continue strong project management activities

Better Service through Information and Education

Mark Schemm

President, Kansas County Treasurer's Association



After a recent meeting of county officials, I reflected on a question that continually came to mind during our session: How can we, as county treasurers, be sure that we are always working to better serve our communities? As treasurers we obviously have an important role in handling the hard-earned tax dollars of our citizens. This involves not only the collecting of revenues but ensuring that tax dollars are safe, secure and well-spent. This is a major responsibility. A reading of our association's code of ethics is a strong reminder of this.

As we perform these duties, we also need to recognize the fact that

much trust is placed in us. A public that entrusts us with their tax dollars deserves to be well-informed about the many laws that impact their lives in this arena. A major aspect of our service is to keep our citizens well-informed on issues directly affecting them. The new DMV Project, to take effect July 5, 2011, gives us an immediate opportunity. Communicating with, and educating the public in regard to this future change will be key. With so much current economic uncertainty in the air, our job as treasurers has never been more important.

Now is the time to be educating ourselves about the new project and informing our local motorists about the changes. (The DMV Project website at www.dmvproject.ks.gov is full of helpful information.) We all spend a good deal of time visiting with community members. Sometimes we discuss matters of taxes, revenues and responsibilities. Other times, we just chat. Whether

it is formal or casual conversation, or even sharing the "joke of the day" we need to begin the conversation about the DMV Project. If time doesn't allow for an in-depth discussion, please consider at least planting a seed, so-to-speak, about the project. A little light-hearted visit now about the new project, might help us all avoid some not-so-light-hearted conversations later!

Finally, I'd encourage all county treasurers to seek out opportunities to educate our public. From our senior citizens, to local business groups, and even our local driver's education students, we need to find a venue for this topic's discussion. Whatever the case, we should know our target audience well and prepare an appropriate message. Keeping presentations friendly and focused on the facts, we can do our communities a big favor by proactively educating the motoring public in these matters. A well-informed public is one that is more likely to continue to place its trust in us.

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Common DMV Modernization Project Acronyms

MOVRS—Motor Vehicle Registration Solution

ATMM—Accounting Transactions Money Manager

DRIVS—Driver Record and Issuance Verification Solution

For a current list of acronyms, visit the [DMV Project website](http://www.dmvproject.ks.gov) and click on [project documents](#).

Word of the Month

efficient—*adjective*

1. Performing or functioning in the best possible manner with the least waste of time and effort; having and using requisite knowledge, skill, and industry; competent; capable: **a reliable, efficient DMVS.**
2. Satisfactory and economical to use: **Our new DMV System will be more efficient than our old one.**

Training Updates

Needs Analysis: Who Needs to Know What?

The training team has completed a needs analysis and Windows Basics Training for all KDOR end-users of the new DMV System. The training team worked with KDOR managers and supervisors to establish a plan for ensuring that end-users have the basic Windows Skills to be successful with the new DMV System.

The need for these courses stems from the fact that many users are leaving behind an out-dated mainframe system and adopting this new Windows-based software. The two systems are worlds apart in functionality and there will be a learning curve associated with switching systems.

In order to prepare for the new system the training team prepared a series of courses designed to teach basic Windows skills. They started by offering a Windows Basics E-Test to users identified by their supervisors as already having the basic Windows skills needed to begin system training. The on-line quiz-out option was successfully completed by 183 participants. Karen Schultz and Cathy Finck then conducted a Windows Basics I course for 41 associates and a Windows Basics II course for 22 associates. These courses included participants from Titles and Registration, Driver's License, Driver Control and Driver Review. The sessions were very well received and the trainers enjoyed getting to know the KDOR associates in a small classroom setting.

With the success of these courses behind us, we'd like to turn our attention to the need for these skills at the county level. We are getting ready to post computer-based training for courses that county personnel will have access to on the [DMV Project website training page](#). We want to ensure that we communicate a clear vision of the basic skills needed to successfully operate the new DMV system.



Needs Analysis Summary:

E-Test administered and successfully completed by 183 KDOR associates.

Windows Basics I instructor-led training taken and successfully completed by 41 KDOR associates.

Windows Basics II instructor-led training taken and successfully completed by 22 KDOR associates.

Training Timelines: A Focus on Logistics

The training team's main focus over the past few months has been to lay the ground work for a comprehensive 2011 Training Calendar. The MOVRS Training Calendar will run from January through May of 2011. The DRIVS Training Calendar will run from September through November of 2011.

With the 2011 training schedule coming together, the training team has begun contacting training lab facilities across the state. Jodie Soldan is coordinating this effort and has begun making initial contact calls. She is working closely with the project's Information Technology

(IT) Team to map out the training lab technical requirements.

The training team is also taking on the challenge of creating a series of classroom training manuals with help from the Business Analyst Team and our county subject matter experts. Chris Peterson is working with KDOR managers, project staff and county stakeholders to identify the topics that will make up the core end-user training. This is a very exciting and creative time on the project for the OD Team and everyone seems to be excited to be playing such an instrumental role in the success of the DMV Modernization Project.

A Place for Everything: Modules in the LMS

The training team is also involved in creating a plan to house computer-based training modules in the Learning

Management System (LMS). Natalie Haley is working closely with 3M Training Consultant Frank Denson to test its functionality and ensure that all requirements are met to electronically house the training modules for both Department of Revenue and county end-users.



What the 'CAN' Can Do For You



On March 24, 2010 the DMV Modernization Project held the 2nd Change Agent Network meeting. Approximately 60 people attended the Topeka meeting in person and 25 more joined by webinar and phone conference. Kansas Department of Revenue employees and county representatives in attendance listened to presentations on positive change agent qualities, effective ways to communicate and project team updates.

The meeting also included a new Q&A segment. Participants submitted questions to the panel of CAN presenters ahead of time via email. The panel also accepted questions live from the audience

and webinar attendees. The panel discussion was such a success that it is now being incorporated into future CAN meetings.

Attendees learned about all the newest project updates, which included a timeline of events for the project and a breakdown of the current and future tasks for each individual team. This included an overview of the project timeline, plans for end-user training, and an explanation of participation throughout the project design sessions.

DMV Project Trainer Karen Schultz and 3M Training Consultant Frank Denson gave the change agents a demonstration of the Sandbox Training Software by walking them through the process of building a new customer from start to finish.

Change Analyst Juan Gonzales explained the traits necessary to be a successful change agent for the DMV Modernization Project. He stressed the importance of clear and constant communication. To illustrate this point, attendees participated in an activity very similar to the telephone game in which a message was started

out with an individual at the front of the room and funneled through each participant by means of a whisper until it got to the last person at the back of the room. The end result was a message that differed from the original. The purpose of the activity was to show that communication channeled through several sources can often end up being completely different from the initial message.



The next Change Agent Network meeting is scheduled for May 25, 2010 from 9:00 - 11:30 am at the Topeka-Shawnee County Public Library. More information and the link to register for this meeting can be found on the DMV Project website at www.dmvproject.ks.gov/can.

Job Shadowing in Johnson County



The Organizational Development Team hit the road again for a two-day job shadowing excursion. Two groups of OD team members visited both Johnson County locations (Olathe and Mission) earlier this spring.

DMV Manager Myra Burrell gave the

groups tours of both locations and explained the techniques they're using to keep the offices running as smoothly and efficiently as possible.

When a customer first arrives they sign-in on a touch screen computer and receive a number. LCD television monitors display the numbers and the wait times. Customers also have the ability to enter their cell phone numbers if they'd like a text message sent to them when their wait time gets down to 20 minutes. They can even sign-in online from their homes!

All of these techniques amount to better customer service, shorter wait

times, and a more customer-friendly environment. The time and information the Johnson County vehicle staff shared will be extremely valuable in helping the Organizational Development Team identify the necessary changes and training needs for the new DMV System.

